

Senior Services Information & Assistance

Presented by:
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Senior Information and Assistance
Senior Services

More than a phone number

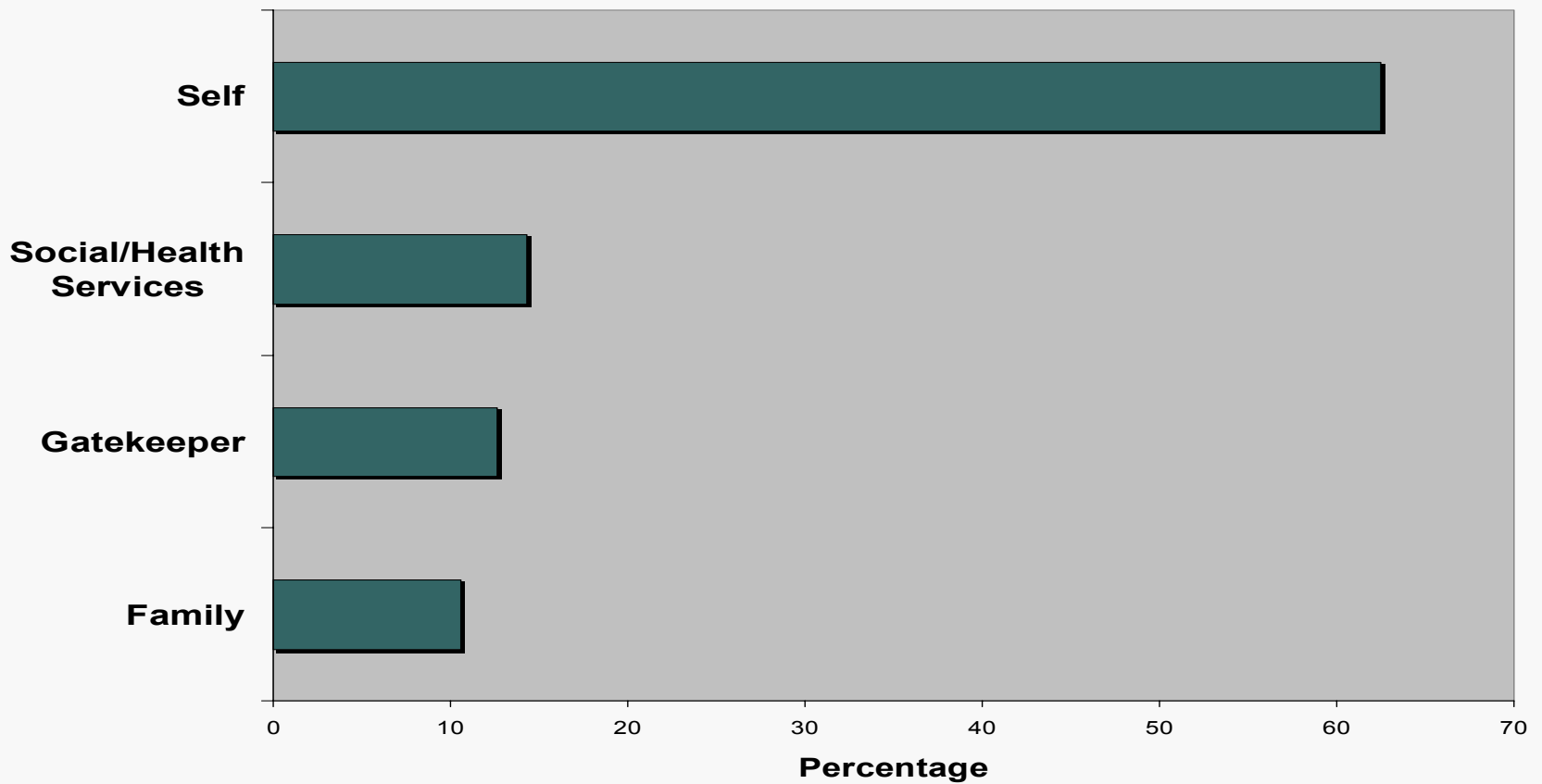
“It is important that older people, adults with disabilities, and those having cultural and languages differences within our community have knowledge of and access to the services for which they are eligible.”

Area Plan on Aging 2000 - 2003

Need for Information

- Growth in aging population
- Stagnant funding
- Increasing number of choices/decisions for elders and caregivers
- Scope and diversity of services
- Confusing and complex eligibility requirements and application processes

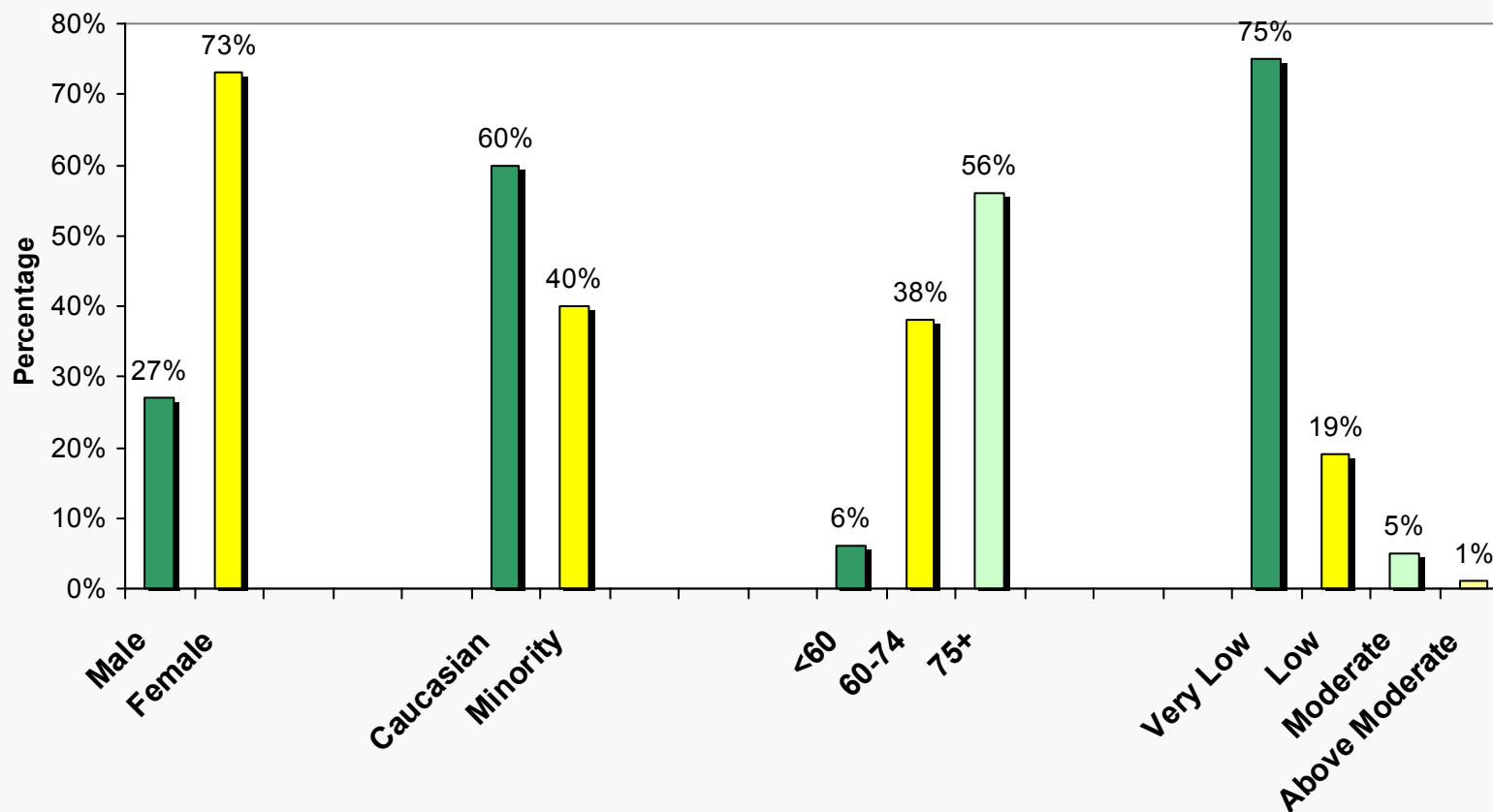
Who Calls for Help?



2002 by the Numbers

- | | |
|---------------------------|----------|
| ● Information Contacts | ● 48,356 |
| ● Assistance Cases | ● 5,637 |
| ● On-line Database visits | ● 8,354 |
| ● Documents Downloaded | ● 6,178 |

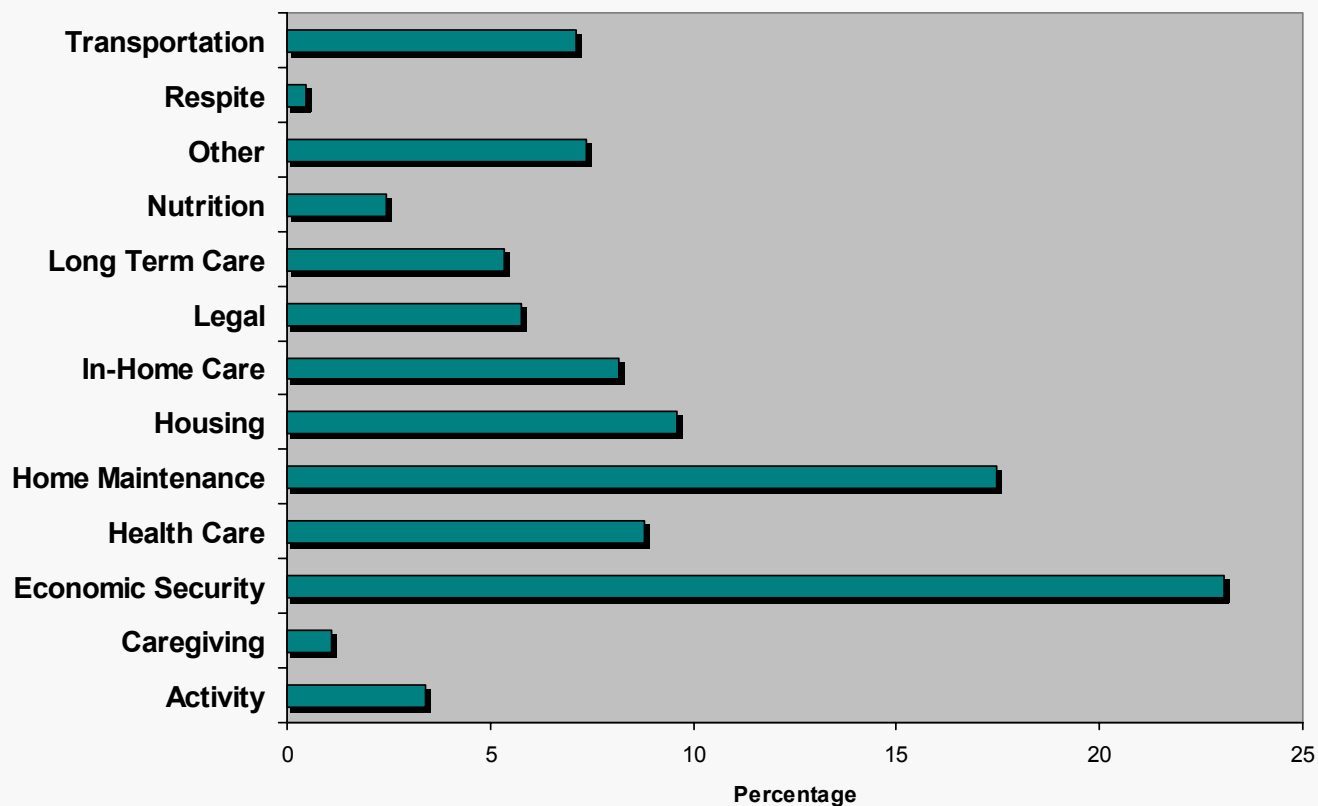
2002 Client Demographics



Basic Needs

- Health Care
- Economic Security
- Housing
- Long Term Care

2002 Need Requests



Building a Successful I&A System

- Comprehensive
- Responsive
- Seamless
- Skilled personnel
- Uses technology
- Promoted widely
- Builds knowledge

Comprehensive

- Accurate, current database
- More than a name and a number
- Offers information +
 - Assistance
 - Supportive counseling
 - Advocacy
 - Follow-up
 - Passport Newsletter

Responsive

- Convenient and free or low cost
- Serves a diverse population
(elders, caregivers, other providers)
- Culturally appropriate
- Has multiple points of contact
(phone, in-person, on-line, etc.)
- Accommodates special needs

Seamless

- Easy for consumer to use
- Integrated system
- Establishes linkages with providers, institutions and businesses

Skilled Personnel

- Sufficient number to respond
- Knowledgeable
- Able to provide support and advocacy
- Meet professional standards

Uses Available Technology

- Phone System
- Disability Access
- Computers
- Internet

Internet Technology

- E-mail Requests
- Web Pages
- On-Line Databases
- Document Downloads
- Available 24/7 worldwide
- Bulletin Boards and Chat Sites

Senior I & A Community Resources

Senior Services I&A Resources Search Results. Click on a Resource Name for more details or [view details for all](#) resources on this list. [Return to initial search page.](#)

AMERICAN CANCER SOCIETY - NW OFFICE

2120 1ST AVENUE N. SEATTLE WA 98109

Phone: 1-800-ACS-2345

Fax:

AUBURN VALLEY YMCA

1005 12TH STREET SE AUBURN WA 98002-6295

Phone: (253) 833-2770

Fax: (253) 852-8469

BALLARD COMMUNITY CENTER

6020 28TH AVENUE NW SEATTLE WA 98107

Phone: (206) 684-4093

Fax:

You must have Acrobat Reader to view them. Click on the Adobe Icon to the right to get a free copy.



[Subsidized Housing](#)

[Assisted Living/Retirement Residences](#)

[Adult Day Care/Health Centers](#)

[Nursing Homes](#)

[Nursing Home Accepting Alzheimer's Patients](#)

[Senior Activity Programs](#)

[Hospice Programs](#)

[Emergency Response Systems](#)

[Memory Loss, Dementia, & other Cognitive Disorders](#)

[Licensed Home Health Care Agencies](#)

[Telephone Reassurance Programs](#)

[Options for Hiring Household Help](#)

[Adult Family Homes/King County](#)

[Adult Family Homes/Seattle](#)

[Adult Family Homes/NE King County](#)

[Adult Family Homes/SE King County](#)

Additionally, Senior Information and Assistance can e-mail, fax or mail copies of directories created for you specific resource need.



Senior Services

Supporting the Independence of Seniors

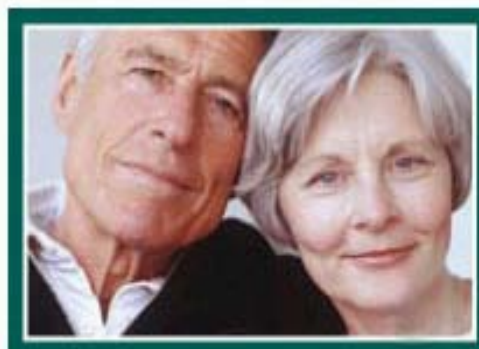
[How to Use](#)

| [Tips on Use](#)

| [About](#)

| [Sponsors & Partners](#)

| [Support NCOA](#)



Missing Out on Benefits?

BenefitsCheckUp helps thousands every day to find programs for people ages 55 and over that may pay for some of their costs of prescription drugs, health care, utilities, and other essential items or services. Please fill out our simple questionnaire to find programs that can assist you or your loved ones.

BenefitsCheckUp

Your personal tool for financial, health, and other savings programs!

Typically takes 10-15 minutes to complete.

BenefitsCheckUpRx

Your personal tool for prescription savings!

Typically takes 5-7 minutes to complete.

It's simple. It's fast. It's free. And it's confidential. So click to start saving.

Widely Promoted

- Variety of marketing tools
- Community outreach
- Adapt the “Message for the Market”



One call to **1-888-4ELDERS** gives seniors, their family members and caregivers in King, Kitsap, Pierce and Snohomish counties the information and assistance they need to make the right choices about medical care, physical activity, volunteer opportunities, transportation and more.

To get answers to your questions via email. Click **"Information and Assistance"** from the menu to the right.

1-888-4ELDERS
1-888-435-3377

Builds Knowledge

- Tracks trends
- Enhances planning
- Identifies gaps and unmet needs

Result:

A more informed and
empowered consumer

What Clients Say

- “I received even better help than I expected and was most favorably impressed with the great help I received plus even unexpected follow-up.”
- “My husband and I are both 80 years old. We have been married for sixty years. If it hadn’t been for this wonderful service, I couldn’t have gotten to the doctor for my tests.”
- “Besides being so informative, they were very polite and I felt they were trying their best to give me as much information possible. Seniors are not always talked to respectfully and I was, and I appreciated it very much.”
- “Thank you for your help and being there for me at a very tough time in my life. God bless”.
- “I received a follow-up call to see how things were going. I was very impressed by this and the genuine concern shown by the staff. I’m glad to know you are out there.”